State of Montana

Getting It Printed

PRINT AND MAIL SERVICES
General Services Division
Department of Administration

October, 2002

Print Services
General Services Division
Department of Administration
920 Front St.
PO Box 200132
Helena, MT 59620-0132

Telephone: (406) 444-3053
FAX: (406) 443-2212
Internet: http://www.state.mt.us/doa/gsd

October 2002

INTRODUCTION

Each year state agencies submit nearly 15,000 printing requests and spend approximately five million dollars on printing services. Print Services is responsible for providing this service by operating a centralized duplicating facility and procuring printing from the commercial sector.

The Bureau operates a central duplicating facility and three quick copy centers. This booklet briefly describes our internal production facilities and the capabilities and limitations of each facility. Instructions are provided on how to complete a duplicating requisition and we've also provided you with some cost saving ideas.

Not all requests are completed at our production facilities. In fact, nearly 65% of the printing expenditures are procured through commercial vendors. Print Services determines whether to produce internally or procure commercially based on many factors including complexity, delivery and cost. This booklet describes those items typically procured from the commercial sector and the procedures we follow.

Our goal is to provide you the customer with a printed product that meets your needs within your timeframe and at a reasonable cost. This booklet is designed to help you make that happen.

This desk manual is designed to assist you on the most frequent types of printing requests. Additional information is contained in the "General Services Division Policy Manual", which explains the statutory requirements for recycled paper, cost disclosure, preferences and ADA statements. We encourage you to consult this important reference manual.

PRINT SERVICE CENTERS

PHHS AND METCALF QUICK COPY CENTERS

The PHHS and Metcalf Quick Copy Centers are equipped with high speed production copiers. Agencies may submit duplicating requests directly to the PHHS and Metcalf Quick Copy Centers provided the requests fit the capabilities and limitations of the equipment.

These centers are equipped to handle requests of a short run duplicating nature. All requests should be submitted camera ready, for 8½ x 11, 8½ x 14, or 11 x 17 inch reproduction. Run lengths typically include 1-2 page documents up to 500 copies and multiple page documents up to 200 copies. Paper stocks available include 20# bond, index and cover in white and colors. Reproduction is in black only. These centers have the capability for 3-hole drilling, corner stapling, side stitching, and standard letter folding. The PHHS Quick Copy Center also has the capability of tape binding.

CAPITOL QUICK COPY CENTER

The Capitol Quick Copy Center is equipped with duplicators, collators, some bindery equipment and a high speed copier. Agencies may submit duplicating requests directly to the Capitol Quick Copy Center.

The center is equipped to handle duplicating requests of a longer run length than the other Quick Copy Centers. All requests should be submitted camera ready, for 8½ x 11, 8½ x 14 or 11 x 17 inch reproduction. Run lengths typically include 1-10 page documents up to 1,000 copies and greater page documents up to 600 copies. Paper stocks available include 20# bond, index and cover in white and colors. Reproduction is in black only. The center has the capability for collating, corner stapling, side stitching, red compound padding, cutting, and standard letter folding. Larger or more complex printing requests are processed through the Central Duplicating Facility.

The Capitol Quick Copy center provides daily duplicating services for the Legislature. During this time, the center concentrates on duplicating Legislative bills and agency quick copy requests are diverted to either the PHHS or Metcalf Quick Copy Centers or the Central Duplicating Facility.

CENTRAL DUPLICATING FACILITY

The Central Duplicating facility located at 920 Front Street has the additional service of prepress and also has expanded duplicating and bindery capabilities.

Pre-press

The Central Duplicating facility provides additional services to state agencies in the area of prepress. Among the services provided are publication layout and design, desktop publishing, graphic illustration and illustrative art. This area also has the capability of darkroom reprographics to provide negatives, halftones and contact prints.

Duplicating

The Central Duplicating facility provides an expanded service in the areas of size and paper stocks. Size capabilities range from post card size to a maximum of 14 x 17 inches. A more complete range of stocks are maintained and include bonds, offsets, text, covers, index, carbonless, gummed label and pressure sensitive label. Duplicating may include the use of colored inks.

Bindery

The bindery section offers the usual services of collating, padding, stapling and trimming. Additional services at this center include saddle stitching, perfect binding, shrink wrapping, banding, tabbing, inkjet addressing, labeling, perforating, numbering and envelope inserting.

COMPLETING FORM ADM-Print Services-103

Please fill out a separate request form for each job. Do not combine orders on a single requisition.

1. **AGENCY —** Provide department and division name of the requesting agency. Invoicing will be sent to the agency indicated.
2. **BUSINESS UNIT —** Provide the business unit number assigned to your agency.
3. **ORG. —** For agency internal accounting, provide the Org. number.
4. **PHONE —** Provide the phone number and fax number of the contact person who can answer questions regarding the job request.
5. **PROJECT NAME —** Provide the project name or a brief description of the job request. Attach a sample if possible.
6. **DATE SUBMITTED —** Provide the date submitted to Print Services.
7. **FINISHED WORK TO —** Provide the name of the person and address where the completed job should be sent.
8. **DATE NEEDED —** Provide the month and day desired. The bureau will do everything it can to meet your deadlines. If desired date is critical, call for special arrangements or options.
9. **GRAPHIC ARTS/DESIGN —** Check if graphic arts/design is required, briefly describe.
10. **DESKTOP PUBLISHING —** Check if desktop publishing is required, briefly describe.
11. **PROOF —** Check if a proof is required.
12. **REPROGRAPHICS —** Check if reprographics is required, briefly describe.
13. **MASTERS —** Indicate if originals should be reproduced at size, increased, decreased or cleaned up.
14. **NO. OF ORIGINALS —** Indicate the number of originals (pages) to be reproduced. Keep in mind that reproducing on both sides of one sheet is 2 originals.
15. **COPIES PER ORIGINAL —** Indicate the desired quantity. For carbonless forms, indicate the number of sets.
16. **FRONT ONLY, FRONT AND BACK —** Check applicable box or describe under special instructions.
17. **INK COLOR —** Indicate the color of ink desired.
18. **PAPER —** Indicate the color, size and type of paper desired. For carbonless paper indicate the number of parts. Unless otherwise indicated, standard cdor sequence carbonless will be used.
19. **BINDERY —** Indicate appropriate assembling, binding or finishing required.

    Collating — Indicate if collating (gathering) is required.
    Stapling — If stapling is required, indicate 1, 2, or 3 staples. Indicate location.
    Saddle Stitch — Indicate if saddle stitching is required.
    Punching — If punching is required, indicate 1, 2, or 3 holes and location (provide sample if possible.)
    Padding — Indicate type — red compound (pads or tablets) or fan-a-part (carbonless sets) and edge to be padded.
    Cutting — If cutting is necessary, indicate size to be cut to.
    Folding — If folding is required, indicate size and type of fold (provide sample or dummy if possible).
    Perfect Bind — Indicate if perfect binding (hot glue) is required.
    Tape Bind
    Shrink Wrap/Quantity per Package — indicate if shrink wrapping is required, (plastic wrapping) and quantity to be in each package.
    Tab — Check if tabbing is requested and indicate the number and position of tabs.
    Address Labels — Check if you requested address labels be applied to your printed pieces.
    Inkjet Address — Check if you are providing an address file.
    Score - Perforate - Number — Check appropriately if scoring, perforating, or numbering is required, (red or black numbers). Please provide the beginning number, if the job is to be numbered.
    Insert—Check if you want inserted into envelope.
20. **SPECIAL INSTRUCTIONS —** Provide any special instructions that may be required.
21. **REQUESTED BY —** Provide the name of the person authorized to make the job request and who can be contacted if questions arise.
22. **INSPECTED BY —** For Print Services use only.
23. **JOB NUMBER —** When the request has been completed, submit it to Print Services along with artwork and samples as appropriate. Once received by Print Services, we will assign a “JOB NUMBER” to the request and return the top sheet of the request to the ordering agency. For questions on the status of your request, please refer to this job number.

STATE OF MONTANA
DEPARTMENT OF ADMINISTRATION
PRINT SERVICES

JOB NUMBER__________(23)___________

Agency:_______________(1)_______________ Business Unit:____(2)_____ Org.___(3)____ Phone:___________(4)___________
Project Name:_______________(5)____ Fax:_________________________
Finished Work To:_______________(7)______________________________________ Date Submitted:_______ (6)________
(name and address)
Date Needed:_________(8)________

TO BE COMPLETED BY REQUESTOR *(Check applicable boxes and provide necessary information)*	*FOR OFFICE USE ONLY*		
	Total	**Extension**	**Code**
☐ GRAPHIC ARTS/DESIGN (9)			525082
☐ DESKTOP PUBLISHING/COMPOSITION (10) ☐ Fax ☐ Mail			525083
☐ PROOF (11) Date Out______ Date In______ Date Out ______ Date In______ TOTAL____________			
☐ REPROGRAPHICS (12) ☐ Negative_________________ ☐ Plate________________			525084

MASTERS: (13)	**Initials**	**Quantity**	**Total**	**Extension**	**Code**
☐ STANDARD (same size as original) ☐ SILVER (same size as original)					
☐ Increase Size ☐ Decrease Size ☐ Clean-Up					
REPRODUCTION: ☐ NO. OF ORIGINALS ____(14)______ COPIES PER ORIGINAL_____(15)_____					
☐ FRONT ONLY (16)					
☐ FRONT AND BACK ☐ See SPECIAL INSTRUCTIONS					
☐ INK (17) ☐ Black ☐ Other					
PAPER: (18) ☐ White ☐ Color___________ SIZE: ☐ 8½ x 11 ☐ 8½ x 14 ☐ 11x17					
☐ STANDARD 20# ☐ 25% Cotton ☐ Cover ☐ Index (Card)					
☐ CARBONLESS ☐ 2-part ☐ 3-part ☐ 4-part ☐ 5-part ☐ 6-part					
(19)					525085 525087
BINDERY: ☐ COLLATE					
☐ STAPLE ☐ 1-staple ☐ 2-staples ☐ 3-staples					
☐ SADDLE STITCH					
☐ PUNCH ☐ 1-hole ☐ 2-holes ☐ 3-holes					
☐ PAD ☐ RED COMPOUND ☐ FAN-A-PART					
☐ CUT _________________________					
☐ FOLD _________________________					
☐ PERFECT BIND (Hot Glue) ☐ TAPE BIND					
☐ SHRINKWRAP/QUANTITY PER PACKAGE _______________					
☐ TAB ☐ APPLY ADDRESS LABELS ☐ INKJET ADDRESS					525086
☐ SCORE ☐ PERF ☐ NUMBER ☐ INSERT					
SPECIAL INSTRUCTIONS: (20)					525088
UPS Tracking Number __________________________________			**TOTAL**		

REQUESTED BY:______________________(21)____________________ INSPECTED:________________(22)__________________
DATE

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COST SAVING TIPS TO CUT PRODUCTION COSTS

Size

Using standard sizes will save you money on most duplicating and sheet printing jobs. The best sizes to work with are 8½ x 11 and 11 x 17 inches.

Stock

The most economical stocks to use are generally bonds. Using enamel or specialty stocks can increase your costs. Print Services maintains an inventory of the most commonly requested stocks that include bond, book, text, index and cover.

Black Ink

Reproduction in black ink is the most economical. Using colored ink will cost you more and take longer to produce due to cleaning and set up time.

Multi Color

Is more than one color of ink really necessary? Each time you add a color the job becomes more complex, which increases the cost.

Carbonless

By using standard sequence carbonless paper on your forms, you can save money. The standard sequences are:

2 Part — 1) white
2) canary

3 Part — 1) white
2) canary
3) pink

4 Part — 1) white
2) canary
3) pink
4) goldenrod

Standardized Routing

Avoid the use of copy changes to each part of your form. Instead use standardized routing that can be printed the same on each sheet, e.g. White—employee, Canary—office, Pink—personnel.

Photos

The use of photos can be extremely effective for illustration purposes. Black and white reproduction is the cheapest and color reproduction can be more expensive. If you want your photos printed in black and white, please provide the printer with black and white photos. Providing the printer with negatives from your camera requires additional steps and expense. When providing files, halftones must be output at 85 line screens.

Estimates

Print Services will assist in providing costs based on your specifications. If you have questions concerning production costs, please call 444-3053.

Duplex

Can your job be printed front and back? If it can, you'll save production costs, paper costs and mailing costs.

Margins

Allow adequate space on all edges of the sheet and avoid bleeding the copy off the page. Bleeding is when the printed image extends to the trim edge of a sheet or page. For best results leave a minimum of ½" margins all the way around.

Delivery

Allow adequate delivery dates. Is your rush job really a rush job? Rush jobs upset production scheduling and may require costly overtime.

Camera ready

If you provide the printer with camera ready material, make sure the image is sharp. Make sure your originals are straight and have adequate margins. Do not fold or staple your artwork. If a scanned photo or shading is included, make sure screens are 85 lpi.

Samples

If possible, please provide a sample or mock-up. If the job is a reprint, always supply a sample to alert the staff that artwork or negatives may be on file.

Quantity

Order an adequate supply the first time. Frequent small orders of the same job will cost more than one large order.

Author Alterations

Make sure all editing and revisions have been made prior to submitting requests for composition. Author alterations require additional time and are chargeable.

Proofing

Remember, proofing is the customer's responsibility. Please mark all necessary corrections with a red pen. Corrections made with a black pen on photocopies are hard to recognize. And please, don't use correction fluid, it might hide what we need to see.

Electronic Files

If you are providing your own desktop design, use a program that is compatible with the level of printing you need. Publisher files are best suited for simple color designs. More complex files require programs such as Illustrator, Quark, PageMaker or Indesign.

PRINTING PROCUREMENT

Print Services has been delegated the responsibility for all contracted printing with the commercial sector. To initiate an order for contracted printing, you may enter a Requisition to the Print Services Business Unit in the PeopleSoft system. If you are not part of the PeopleSoft system, you may send a written request or email to Print Services. The requisition should include all specifications necessary to describe the desired final product and any information concerning previous print orders if available. If you need help writing specifications, please contact our Purchasing Agent for assistance.

Products typically procured from commercial vendors include:

Tabloids
Ring Binders
Index Tab Dividers
Portfolio Covers
Data Mailers
Warrants and Checks
Carbon-interleaved Forms
Decals/Labels
Booked Forms
Case Bound Books
Snap-Apart Forms (Perforated Stub)
Multi-Color Publications
Special Stock Publications (i.e. newsprint, enamel stocks, etc.)
Magazines
Continuous Forms
Continuous Labels
Printed File Folders
Foil Embossing
Tickets
Specialty Envelopes
Die Cutting
Ledgers
Large Quantity Publications
Pressure Seal Forms

TIME FRAMES

Time frames for the procurement process vary depending upon the type or complexity of the printing project. The bid process may take anywhere from 7 to 10 days for projects such as brochures or low quantity booklets and 10 to 21 days for complex books, data mailers or binders.

Production time frames also vary depending on the complexity of the project. An industry standard for flat sheet printing is typically three weeks for delivery. However, data mailers, warrants, binders and specialty envelopes can require between six to eight weeks for delivery.

RECEIVING

After receiving shipment of the project, the agency should inspect the product. Any deviations in quantity, specifications or delivery from the purchase order or any damage incurred during shipment must be reported to Print Service’s Purchasing Agent.

FEES

Print Services operates as a proprietary fund, therefore, agencies are charged for services provided on a per project basis. The fee charged for bid letting, purchase order issuance, print coordination, claims audit and invoice payment is 6 percent of the dollar value of the invoice, with a maximum fee of $500.00. The cost of mailing or faxing the RFQ is charged back to the agency based on actual cost. Print Services will issue invoices to the agencies for contracted printing. Agencies must remit payment directly to Print Services.

PHOTOCOPY POOL

The Department of Administration has the responsibility of administering the State Photocopy Pool. This responsibility is assigned to Print Services. Agencies may follow one of two courses of action in obtaining a copier. The agency may obtain its own copier through term contract procedures or the agency may elect to become part of the State Photocopy Pool.

There are several advantages to belonging to the Pool. As Pool administrator, Print Services assumes the responsibility of analyzing agency copier requirements, writing equipment and service specifications, dealing with vendors, arranging machine placement, handling all trouble calls and maintaining equipment histories and records.

By utilizing the Pool, the agency does not have to deal with the problems and costs of machine ownership. Concerns such as obsolescence, depreciation, and property inventory become the responsibility of Print Services and the vendor. The agency simply buys copies from Print Services at an established price which includes the cost of Pool administration.

In managing the photocopy pool, Print Services accepts the following responsibilities:

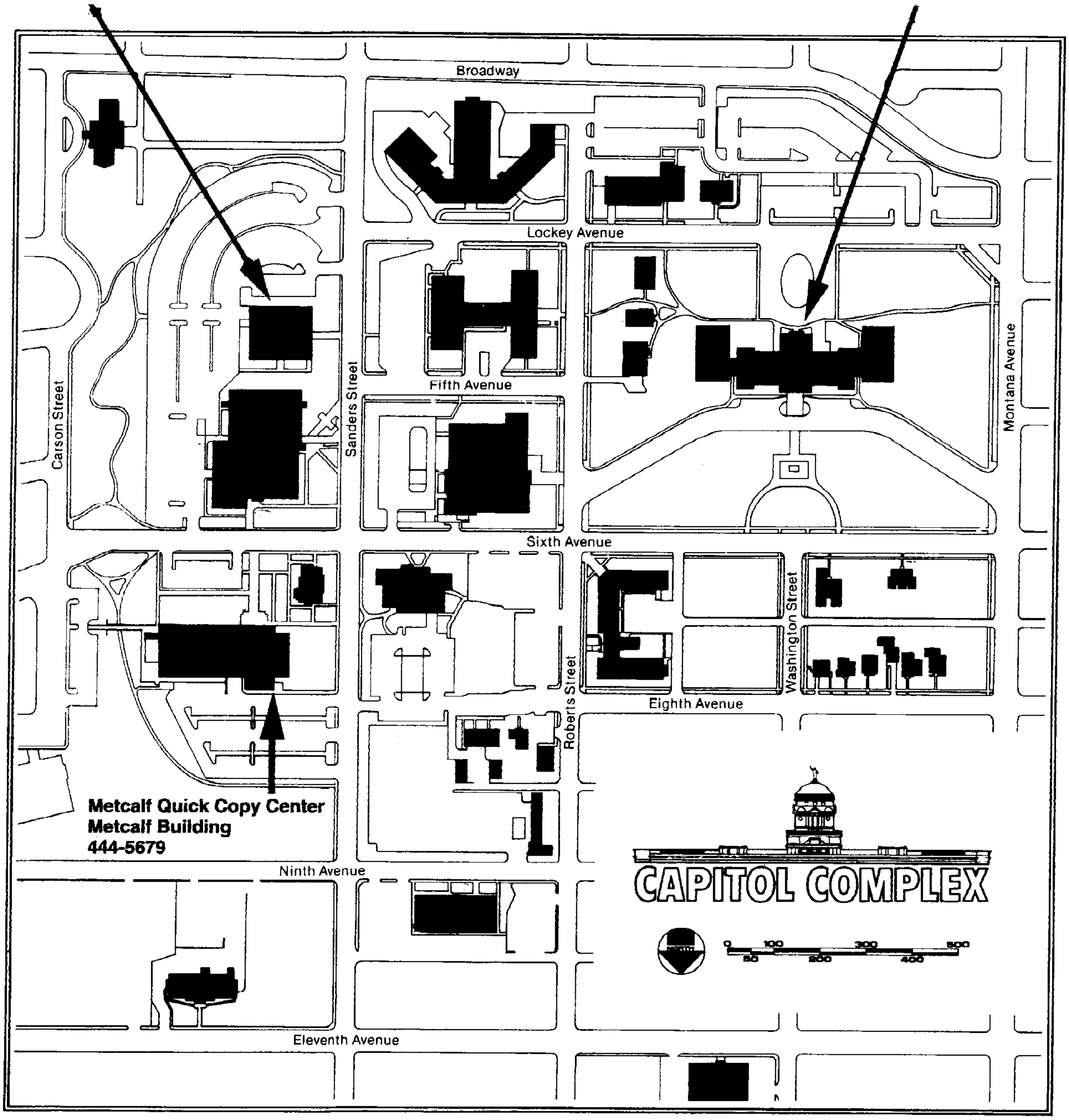
1. Analyzes agency needs to place the most cost effective and reliable equipment in the agency.
2. Arranges for the placement of all copiers.
3. Assumes all responsibility for dealing with vendors and service.
4. Submits all meter readings to vendors.
5. Handles all accounting and billing procedures.
6. Maintains all service records.
7. Replaces worn out or obsolete equipment as needed.

To participate in the Photocopy Pool, agencies are responsible for:

1. Providing placement locality, proper electrical wiring and receptacles.
2. Providing key operators (training arranged by Print Services).
3. Submitting monthly meter readings to Print Services.
4. Ordering and replacing supplies (paper, toner, etc.) as necessary.
5. Properly caring for the equipment and preventing abuses.

Agencies are encouraged to use their photocopiers for 50 copies or less of single page documents and 20 copies or less of multiple page documents. These numbers may vary depending upon your particular photocopier and immediate needs. Copies above those amounts should be routed to a quick copy center. Agencies should establish guidelines on the use of their photocopier. Some of the factors in establishing guidelines should be machine capabilities, turn-around requirements, staff time and cost.

QUICK COPY CENTERS LOCATIONS



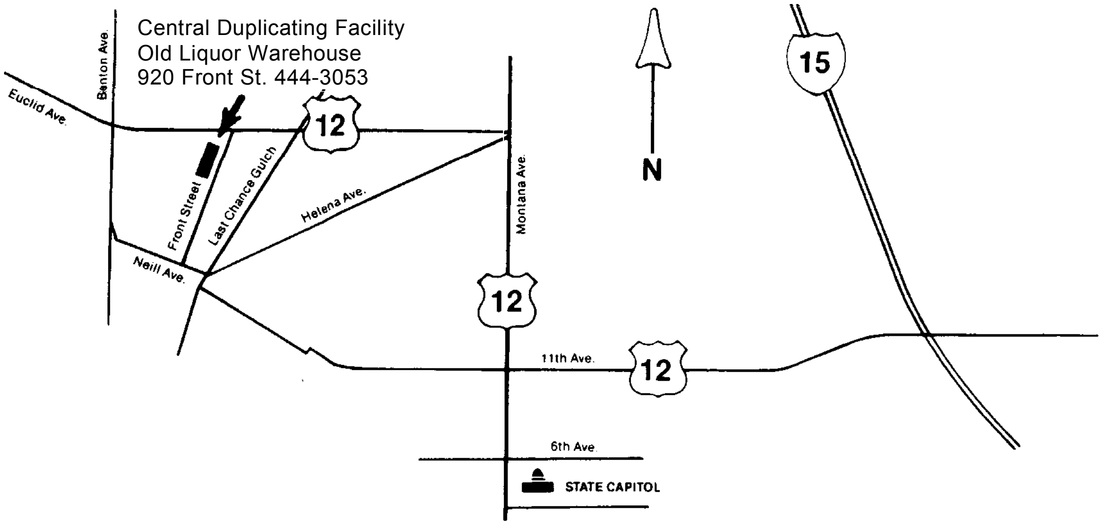
PHHS Quick Copy Center
Room 5, PHHS Building
444-2583

Capitol Quick Copy Center
Room 61, State Capitol
444-3057

Metcalf Quick Copy Center
Metcalf Building
444-5679

Broadway
Lockey Avenue
Fifth Avenue
Sixth Avenue
Eighth Avenue
Ninth Avenue
Eleventh Avenue
Carson Street
Sanders Street
Roberts Street
Washington Street
Montana Avenue
CAPITOL COMPLEX
0
100
300
500
50
200
400

CENTRAL DUPLICATING FACILITY LOCATION



Central Duplicating Facility
Old Liquor Warehouse
920 Front St. 444-3053

Benton Ave.
Euclid Ave.
Front Street
Last Chance Gulch
Helena Ave.
Montana Ave.
Neill Ave.
11th Ave.
6th Ave.
12
15
N
STATE CAPITOL